

**Internal / External
22-11**

Position:	RECEPTIONIST		Number of Positions:	1
Classification:	CASUAL	NON-UNION	FTE:	1.0 = 35 HOURS PER WEEK
Department:	CLINICAL SERVICE		Program:	ORAL HEALTH – DENTAL CLINIC
Location:	GRAVENHURST		Anticipated Date of Hire:	MARCH 21, 2022
Salary Range:	\$28.98 – \$32.47 HOURLY		Position Duration:	ANTICIPATED TO LAST UP TO MARCH 31, 2023, WHICH MAY BE SUBJECT TO AN EXTENSION IF REQUIRED
			Posting Date:	FEBRUARY 9, 2022
Criminal Record Check:	Required <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Vulnerable Sector Screening:	Required <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Purpose of Position:

Located at our Gravenhurst office location, this position requires an individual to provide effective and efficient reception services and act as the first point of contact for clients and visitors to the health unit. This includes operating a switchboard system, answering and directing incoming calls for the Ontario Seniors Dental Care Program in addition to other publicly funded programs including but not limited to Healthy Smiles Ontario; Ontario Works and Ontario Disability Support Programs. Also support calls from the general public and other organizations, greeting and directing visitors to the health unit office, sorting and distributing incoming mail, and preparing outgoing mail.

For further details refer to the RECEPTIONIST position description.

Responsibilities:

- Receive and direct incoming calls for Healthy Smiles Ontario (HSO) and Ontario Senior Dental Care (OSDC) Programs;
- Book appointments for clients (HSO, OW, ODSP, OSDCP, NIHB & IFHP) of the dental clinic using Cleardent;
- Book dental screening and HSO Preventive Services appointments in scheduler system;
- Provide HSO and OSDCP application packages as needed to individuals seeking to apply.
- Greet clients attending dental clinics as needed;
- Generate claims for 3rd party administrators - for clients on Ontario Works, ODSP, NIHB, IFHP;
- Generate billings for HSO clients for treatment rendered;
- Communication with other healthcare provider offices for client care (e.g. referrals);
- Handle cash from clients for some dental procedures and some cheques from funders of publicly funded dental care;

- Demonstrate compassion, understanding and respect of low-income population accessing services of the clinic;
- Email digital radiographs with no identifiers to other oral health care providers;
- Provide emergency dental assistant coverage for HSO fixed clinics, if qualified;
- Provide harm reduction supplies to clients.

Specific knowledge, skills, abilities:

- Advanced ability to effectively handle a switchboard with multiple lines and extensions;
- Intermediate oral and interpersonal communication skills including the ability to deal with staff and the public in routine and challenging situations;
- Intermediate ability to manage multiple demands in response to a high volume of calls and/or visitors in a professional and diplomatic manner;
- Intermediate skills in Microsoft Outlook for the purpose of managing room bookings;
- Basic skills in Microsoft Word, Excel and PowerPoint;
- Basic keyboarding skills;
- Basic petty cash experience including reconciliation;
- Basic written communication skills including the ability to communicate ideas effectively via email;
- Basic proofreading skills;
- Able to work independently within established parameters and to function effectively as a member of a team.

Education:

- Secondary School Diploma

Related Experience:

3 – 5 year's relevant experience, including responsibility for petty cash.

Preference will be given to candidates with the following qualifications which are considered assets in this competition:

- At least 3 years' experience working in a dental practice;
- Experience working in dental public health;
- Experience in scheduling and billing;
- Experience working with electronic dental scheduling and/or dental documentation software.

Deadline: 4:00 pm, TUESDAY, FEBRUARY 22, 2022

This is an internal non-union posting. External applicants may be considered when the internal recruitment process does not result in a successful internal candidate.

If interested in applying for this position, forward résumé with cover letter to Human Resources at hr@smdhu.org referencing posting # **22-11** in the subject line

For internal SMDHU applicants interested in applying for this position, please forward your completed application to Human Resources at hr@smdhu.org referencing posting #**22-11** in the subject line. Your formal application consists of submitting both an up to date résumé and a separate cover letter outlining how you meet the requirements and qualifications of this position. Please ensure you indicate in your application that you have the requirements and qualifications listed for this position otherwise it will be deemed you do not have them.

For External Applicants Only:

If interested in applying for this position, forward résumé with cover letter to Human Resources at hr@smdhu.org referencing posting # **22-11** in the subject line.

Due to the large volume of applications we receive, and to ensure your application is given due consideration, we kindly request all applications for this position include both an up-to-date resume, and a detailed cover letter including specific examples of how you meet the required qualifications and skills for this position. The cover letter is to clearly identify:

- a. How your education meets the educational requirements listed.
- b. How your experience meets the experience requirements listed.
- c. How your experience meets each of the required knowledge, skills and abilities listed.
- d. How your education and/or experience meet each of the listed assets, which are considered preferences.

Applicants who fail to satisfactorily provide the information requested above in their cover letter will be deemed to not meet the minimum job requirements listed in this job posting. Accordingly, their application will not be considered in this competition.

Following submission of your e-mailed cover letter and resume, you will receive a standard reply e-mail confirming your e-mail was received by SMDHU. If you do not receive this confirmation e-mail your electronic application was not received and you will not be considered. Also, if SMDHU's confirmation e-mail is dated/timed after the posting deadline, your application will not be considered.

If selected for an interview, candidates may be assessed through testing and/or by providing a presentation/portfolio highlighting examples of their work that is applicable to the position being applied to.

Full COVID-19 vaccination is an essential requirement of the job. Full vaccination is defined as having received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by the World Health Organization (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series) and having received the final dose of the COVID-19 vaccine at least 14 days ago. SMDHU is an equal opportunity employer. The possibility of accommodation will be considered during the hiring process.

The Simcoe Muskoka District Health Unit is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process upon request. Due to the number of qualified applications we receive, only those selected for an interview will be contacted. All candidates must be legally entitled to work in Canada.